WCF
WORKERS COMPENSATION FUND

Emergency & Disaster Planning

Presented by
Workers Compensation Fund

Ready Your Business

☑ Get a Kit   ☑ Make a Plan   ☑ Be Informed   ☑ Get Involved

12 Point Program to
Business Continuity Planning

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Point 1: Create a Planning Team

- Operations Manager
- IT
- Facility Management
- **Planner** — Team Leader
- Security
- Human Resource
- Finance & Procurement
- Sales & Marketing

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3

Operations Manager

Operations Manager

- Has general knowledge of overall business functions
- Close working relationship with company department managers
- Familiar with communication procedures and/or systems

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Facilities Management

Facility Management

- Utility shut-off
- Coordinates utility company response
- Provides access to restricted areas
- Assists facility close-up and opening
- Provides functional details
- Directs maintenance/facilities staff

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Human Resources

Human Resource

- Provides personnel contact information
- Assists with family notification
- Coordinates Employee Assistance Programs
- Coordinates compensation
    - Payroll
- Supervises Human Resource staff

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Sales & Marketing

Sales & Marketing

- Understands Customer Demographics
- Trends in Revenue
    - Highest sales gross items
- Generates Revenue
- Established Customer Contact Database

Finance/Procurement

Finance & Procurement

- Pre-plans supply chain continuity
- Disperses emergency operating funds
- Arranges for temporary credit
- Facilitates pickup and delivery

Security/Protection

Security

- Secures assets during emergency
- Controls access to property
- Restricts building entry/exit
- Responds to requests for assistance
- Supervises protection staff
- Coordinates with emergency agencies

Information Technology (IT)

IT

- Document minimum desktop configuration
    - Proprietary software
- Data Recovery
- Hardware Requirements
    - Location of hardware/application/data
    - Modems
        - Print Requirements
        - Voice and Fax Requirements

Other….

- Production/Manufacturing
- Shipping & Receiving
- Legal / Contracts
- Administration / Office Manager
- Environmental
- Public Information Officer
- Property Management

Planner
Team Leader

☑ **Identify your team and make certain you know how to reach them in an emergency**

Point 1 cont'd: Continuity of Authority

- Creates Order
- Authority Chain & Role

List a minimum of THREE alternative contacts

Planner – Team Leader/Emergency Manager:

- NOT necessarily the top-ranking manager
- Clear decision-making authority

- Management Relationship
- Activates Emergency Operations Center (EOC)
- Coordinates with response agencies
  - Police, Fire, EMS
- Advises Board of Directors – Trustees
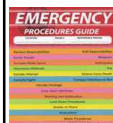- Directs Departmental Response
- Releases Public Information
  - Media

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Internal Notification & Information

- Provide Emergency Contact Information
  - 9-1-1 for isolated/localized event only
  - Consider Facility emergency guides
    - Flipcharts
    - Quick Reference Guide

EMERGENCY
PROCEDURES GUIDE

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- Employees and ALL Key Persons
  - After Hours
  - Calling Tree Networks   TEST!!!
  - Cell / Email
  - Emergency Call-in

  OUT OF STATE

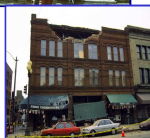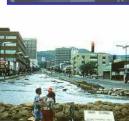Department of Public Safety
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- **External Communications**
  - **Inbound / Outbound**
    - **After Hours**
    - **Transfer**
      - **Alternate Phone Systems**
    - **Emergency Call-in Message**
  - **REDUNDANCY**

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Point 3: Risks & Hazards

Natural

- Earthquake
- Flood
- Fire/Wildfire
- Mudslides

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- Earthquake Trivia Facts
  - ❖ Average per year Statewide
    - 700
  - ❖ Average Total over 3.0
    - 13 per year
  - ❖ Percent of Utah living within 15 miles of a Fault
    - Over 90 %
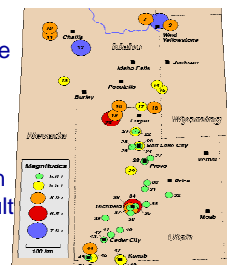
1934 Hansel Valley 6.6

1992 St George 5.8

1989 Wasatch Plateau 5.4

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Health

Influenza Pandemic

- **15% - 40% of workforce absent for 8 weeks due to illness & school closures**
- **40% of those remaining at work may become ill during first 8 week wave.**
- **For every person remaining in the workforce who gets ill, another will not come to work.**
- **3% of workers who become ill from the pandemic infection will die.**

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Technological Interruptions

- 37% Software Failures
- 26% Viruses and Hackers
- 14% Natural Disasters
- 13% Internally-caused
- 10% Human-made

Threat increases with the number of employees and the vulnerability of the company to these activities

Reason for activating IT disaster plans
2004 Veritas Survey / 1258 IT Professionals

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Human Caused /Error

- Criminal Activities
- Embezzlement/Extortion
- Theft of Trade Secrets
- Employee Harassment
- Workplace Violence

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Customer / Vendor

- Disruption in product distribution
- Interruption in receipt of goods

Physical

- Proximity to transportation corridors
  - Hazardous materials
- Structural Soundness

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Sample Business Impact Analysis

Business Interruption	Impact on Operations	Possible Responses
You cannot get to your facility (e.g., road is blocked)	No Operations	
Utility service is down (e.g., no power, or water)	Depending on your operations and facility, your operations may be completely shut down or limited	
	You may have to send your staff home with/without pay	
	You may be able to notify your customers and continue to receive supplies	
	You may be able to continue your operation if you have backup utilities	
A critical piece of equipment has been destroyed	You may have to cease operations; you may be able to continue some minimal operations	
Computer network has been damaged or destroyed	You have lost all historical, current and operating data as well as financial records and employee information	

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Point 4: **INTERNAL** Resources & Capabilities:

- Equipment
  - Fire Extinguishers
  - Vehicles
    - Debris Removal – Transportation
  - Emergency Kits
    - Supplies / First Aid
  - Laptops ……

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Facilities

- Reassemble – Relocation
  - Branch Office
  - Business Co-op
  - Residence
- Temporary Shelter
  - Employees / Families
  - Community Resource

Systems

- Communications
- IT Systems Support
- Payroll
- Shipping & Receiving Alternatives
- Emergency Power
- Data Backup

Point 4: **EXTERNAL** Resources

- Local Emergency Planning Council (LEPC)
- First Responders
- Health Dept / Hospitals & EMS
- Utilities
- Business /Trade Organizations
- Insurance Providers
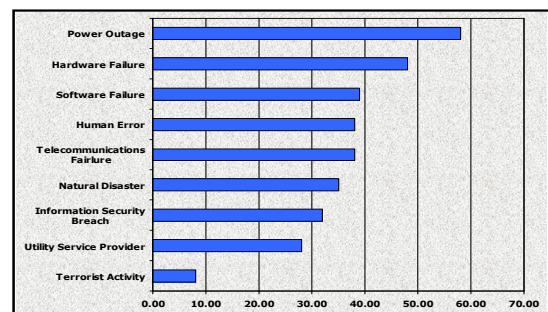- State/Local Emergency Management

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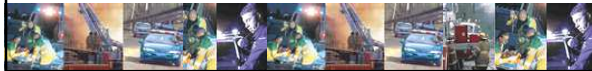
- SBA – Small Business Administration
- Transportation Agencies
  - UTA -- UDOT
- Academic Community / Colleges
- Business Continuity Planners
  - ACP – Association of Contingency Planners
  - Disaster Recovery Specialist
- Faith-Based Organizations

acp

Point 5: Vulnerability Assessment

• Fire	• Armed Assault
• Flood	• Workplace Violence
• Medical Emergency	• Explosion
• Power Failure	• Industrial Accident
• Toxic Chemicals	• Construction Accident
• Terrorist Attack	• Lightning Strike
• Pandemic Flu	• Equipment Failure

Partial Summary
Business Interruptions in 2005*

Power Outage
Hardware Failure
Software Failure
Human Error
Telecommunications Failure
Natural Disaster
Information Security Breach
Utility Service Provider
Terrorist Activity

0.00 10.00 20.00 30.00 40.00 50.00 60.00 70.00

Slide 31

Vulnerability Assessment Chart

Type of Emergency	Probability	Human Impact +	Property Impact +	Business impact +	Internal Resources +	External Resources +	= TOTAL	Weighted Total
	High Low 5 ←→1	High Impact 5 ←→1 Low Impact			Weak 5 ←→1 Strong Resource		TOTAL X Probability = Weighted Score	
Data Loss								
Facility Fire								
Earthquake								
Pandemic								

Slide 32

Vulnerability Assessment Chart

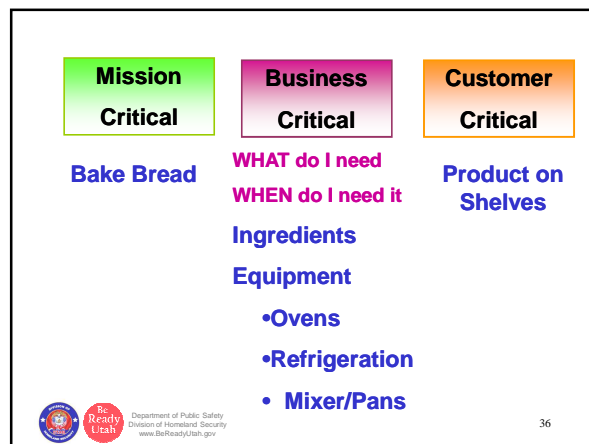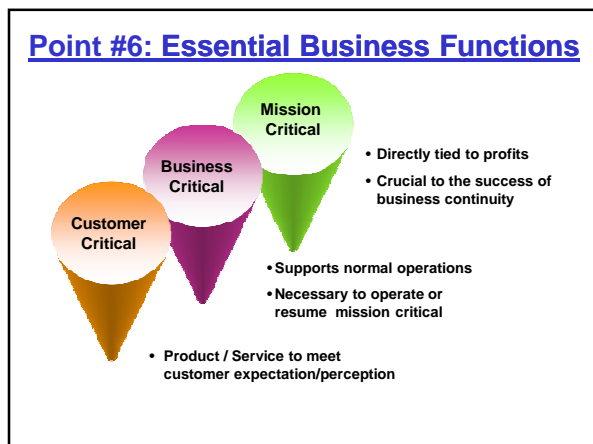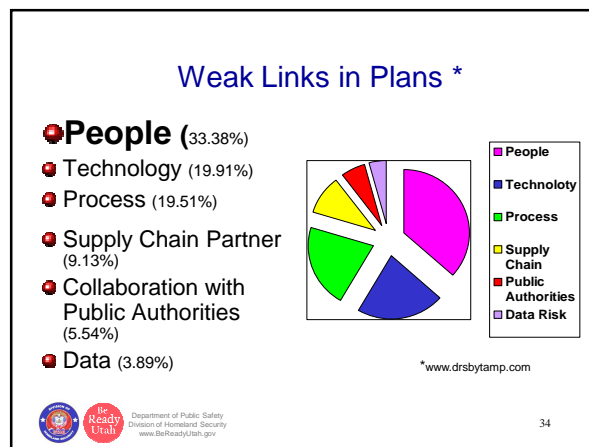| Type of Emergency	Probability	Human Impact +	Property Impact +	Business impact +	Internal Resources +	External Resources +	= TOTAL	Weighted Total
	High Low 5 ←→1	High Impact 5 ←→1 Low Impact			Weak 5 ←→1 Strong Resource		TOTAL X Probability = Weighted Score	
Data Loss	4	1	0	5				
Facility Fire	3	1	3	4				
Earthquake	2	4	4	4				
Pandemic	3	4	1	4				

Slide 33

Vulnerability Assessment Chart

Type of Emergency	Probability	Human Impact +t	Property Impact +	Business impact +	Internal Resources +	External Resources +	= TOTAL	Weighted Total
	High Low 5 ←→1	High Impact 5 ←→1 Low Impact			Weak 5 ←→1 Strong Resource		TOTAL X Probability = Weighted Score	
Data Loss	4	1	0	5	1	2	9	36
Facility Fire	3	1	3	4	3	2	13	39
Earthquake	2	4	4	4	3	2	17	34
Pandemic	3	4	1	4	3	3	15	45

Probability X Total

= Weighted Score

Slide 34

Weak Links in Plans *

- **People (**33.38%)
- Technology (19.91%)
- Process (19.51%)
- Supply Chain Partner (9.13%)
- Collaboration with Public Authorities (5.54%)
- Data (3.89%)

Legend: People, Technoloty, Process, Supply Chain, Public Authorities, Data Risk

*www.drsbytamp.com

Slide 35

Point #6: Essential Business Functions

Mission Critical
- Directly tied to profits
- Crucial to the success of business continuity

Business Critical
- Supports normal operations
- Necessary to operate or resume mission critical

Customer Critical
- Product / Service to meet customer expectation/perception

Slide 36

Mission Critical	Business Critical	Customer Critical
Bake Bread	WHAT do I need WHEN do I need it	Product on Shelves

Ingredients

Equipment

- •Ovens
- •Refrigeration
- • Mixer/Pans

Slide 37

Mission Critical	Business Critical	Customer Critical
Process Calls	WHAT do I need WHEN do I need it People Equipment •Phones •Computers	Take Orders

Slide 38

Mission Critical	Business Critical	Customer Critical
Accounts Receivable	WHAT do I need WHEN do I need it People Equipment •Phones/Computers •Billing Software •Data Recovery	Process Invoices

Slide 39

☑ **Survival:** What will keep the business running at the minimum acceptable level

☑ **Recovery**: What is needed to resume normal business operations.

Mission Critical

Business Critical

Customer Critical

Slide 40 — Business Functions

Essential Function	Loss Potential	Function Classification	Recovery Personnel

•Make a list of ALL Essential Functions
   •Conduct interviews with each Function Manager
   •Identify loss potential of not performing the Function
•Classify Functions   MISSION – BUSINESS - CUSTOMER
•Assign KEY PERSONNEL responsible to recover EACH Function
•Determine recovery timeframe (business & regulatory)

Slide 41 — Mission Essential Functions

Mission Essential Function	Critical Restoration Time	Minimum Staff Required	Business Critical Human, Equip & Supply Resources Available	Additional Resources Needed	Space Required at Alternate Facility	Name/Phone of KEY Response Person

•List your mission critical activities or functions in priority order
•identify the critical restoration time period (e.g., 24 hours, 3 days, 2 weeks, etc)
•Identify the minimum of staff needed to operate (possibly at an alternate facility)
• Identify available resources for this function
•Identify any additional resources needed of space required
•Identify the KEY person AND contact information who is responsible for each function

Slide 42 — Session Points 1-6 Review

1) **Create a Planning Team - Continuity of Authority**
2) **Communications**
3) **Risks & Hazards**
4) **External / Internal Resources**
5) **Vulnerability Assessment**
6) **Essential Business Functions**

Point 7: Human Resources

- **Know your people**
  - Detailed Contact Information
    - Include Photo
  - OUT OF STATE
    - Survey Skills: CERT, CPR/ First Aid, HAM radio…
      - Emergency medical assistance
      - Communications assistance
      - Electrical/carpentry/IT/mechanical skills
  - Special Needs
    - Consult HIPPA

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- Employee Emergency Contact List

  - After Hours
  - Cell / Email
  - Emergency "call-in" number
  - Test the "call down" tree network
  - Cross-train / Chain of Authority
  - **FAMILY PREPAREDNESS**!!!

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Employee Support

Services to *consider* for employee support:
- Cash advances / Salary Continuation
- Flexible and/ or Reduced work hours
- Crisis counseling
- Care Packages
- Child Care
- Temporary Family Housing

Employee Training

- **INTERNAL Communications**
  - Communicate plans with co-workers and employees

- **TRAIN / New Hire**
  - Evacuation, assemble at alternate location, shelter, all clear and shutdown procedures....

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Training – Drills - Exercises	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct.	Nov.	Dec.
Fire/Evacuation Drill												
Employee Orientation/Review												
Management Orientation /Review												
Department Tabletop Exercise												
Response Team Tabletop Exercise												
Emergency Call-Down Procedures												
Walk - Through Drill												
Functional Drill												

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Point 8: Workplace Evacuation

To Stay or Go?
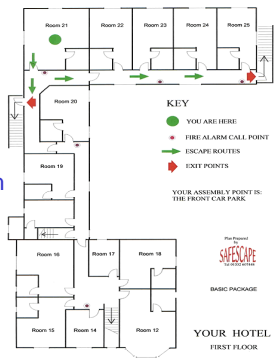
Can you evacuate right now?

What would you take with you?
  Grab 'n Go Kits for Hom Office
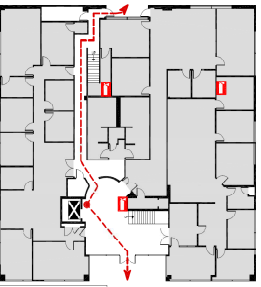
How long could you be gone?

Where is the assembly area?

KEY
- YOU ARE HERE
- FIRE ALARM CALL POINT
- ESCAPE ROUTES
- EXIT POINTS

YOUR ASSEMBLY POINT IS:
THE FRONT CAR PARK

SAFESCAPE

BASIC PACKAGE

YOUR HOTEL
FIRST FLOOR

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Slide 1

EVACUATION PLAN — 123 AIRPORT WAY — **1**st Floor

DO NOT USE ELEVATOR IN CASE OF FIRE USE STAIRWAY

YOU ARE HERE — ELEVATOR
STAIRWAY — EXTINGUISHER
EXIT ROUTES
EMERGENCY PHONE #: 911

- Include on the map….
  - Minimum of 2 routes
    - Locate Exits
  - Location of
    - Pull Alarms
    - Fire Extinguishers
    - Safe Areas
  - Assembly Area
    - Alternate Assembly
  - Shelter-in-place

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Slide 2

Fire Drills / Evacuation

- Comply with fire codes and regulations

- Mitigate fire hazards in the workplace
  - Safe operations
  - Limit combustibles/flammables
  - Properly store hazardous materials

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Slide 3

Gas Shut Off

Water Shut Off

Diagram of a Meter

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Slide 4

When you can't go..

- Select a Room
  - 10' per person
  - Few windows, vents and doors
    - Conference Rooms
    - Restrooms
    - Inside office

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www.redcross.org/services/disaster/beprepared/shelterinplace.html
www.tallytown.com/redcross/library/ShelterInPlaceAtYourOffice.pdf

Slide 5

Point 9: Workplace Supply Items
Suggested Item List

- Water / Filtration
- Food/Utensils/Can Opener
- Whistle
- Masks – **N95** type
- Moist Towelletes
- Medications
- Personal Hygiene
- First Aid Supplies
- Emergency Contact List
- Plastic Sheeting/Tape

- Battery/Crank Radio
- Gloves/ Leather & Medical
- Cash / ATM / Credit Card
- Blanket / Pillow
- Fire Extinguishers
- Flashlight/Light Sticks
- Tools/Wrench/Pliers
- Paper Supplies
- Camera
- Change of Clothing
- **Sensible Shoes**
- Map…..

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Slide 6

- Workplace Supplies **Preferred**
  - One complete 72/**96** hour supply kit per five employees

- Workplace Supplies **Minimal**
  - One basic 8 hour supply kit per employee**:**
  - Store In:
    - **Backpacks (wheeled)**
    - **Duffle Bags**
    - **Large Leak Proof Container**
    - **Fleet / Company Vehicles**

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Slide 55

- Car Survival and Emergency Kit
  Maintain a minimum of ½ tank of gas

Be aware of seasonal changes

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Slide 56

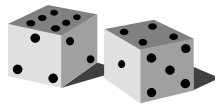### Point 10: Insurance Coverage

- Analyze Potential Risks
  - Property Damage
  - Loss of Revenue
- Review Types of Insurance
  - Earthquake
  - Key Person
  - Business Interruption
  - Equipment Replacement

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Slide 57

- Discuss Coverage/Deductibles
  - Business Expansion
- Record ALL Policy Numbers
  - Document Head Office Contact Information
- Claim Requirements

Insurance is **Recovery Assistance**

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Slide 58

Point 11: Vital Records

- It is VITAL …
  - Business success
    - Bank Loans, Insurance Claims ….
  - Legal / Regulatory requirements
    - Production or Delivery contracts ….
  - Supports recovery efforts
    - Alternate Location agreements…
- Impossible to recreate
- Available at a remote location

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Slide 59

- **Key Supplier**
  - **Identify primary and alternate**
    - **Pre-qualify with an alternate supplier**
    - **Select alternate from different geographical area**
    - **Establish and maintain "active" status**

  Do your Key Suppliers have a Plan?

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Slide 60

- **Key Contacts**
  - **Administrative**
  - **Customers**
    - **Were they affected by the disaster?**
    - **Will their buying habits change?**
      » **Building relationships / loyalties**
      » **Inform them of recovery progress**

  Do your Key Customers have a Plan?

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Point 12: Data: Protect / Store / Recover

- **Protect Hardware**
- **Protect Software**
  - Primary Supplier/Vendor:
  - Alternate Supplier/Vendor:
  - Title/Version/Model Number
  - Serial Number:
  - Purchase/Lease
    - Date:
    - Price:

- **Vendors**
  - Repair
  - Replace – Purchase or Lease
- **Status**
  - Currently in use
  - Lease/buy for recovery location
- **CYBER Security Assessment**

- **Protect**
  - Vital Records
    - Virus Protection
    - Limited Access
    - Password and SPAM Protection
    - Email Security
- **Store**
  - Backup Procedures
    - Frequent
    - Offsite
- **Recovery**
  - **TEST!!!**
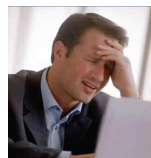
Session Points 7-12 Review

7) **Human Resources**
8) **Evacuation / Shelter in Place**
9) **Workplace Emergency Supply Items**
10) **Insurance Coverage / Review**
11) **Vital Records**
12) **Data: Protect / Store / Recover**

Resource Links

Annual Review
  Update with Lesson's Learned

What About Costs?

Emergency Fuel Storage Limits & Guidelines

Building Disaster-Resilient Communities
  A 12 Point Program for Individual, Family & Community

Utah Fault Line Maps

Earthquake Risk Self Assessment

Pandemic/Influenza Planning

Security Checklist / Facility

Division of Homeland Security Resources
801-538-3400

www.pandemicflu.utah.gov

www.ready.gov

www.fema.gov

www.americanredcross.org

www.acputah.org

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Get a Kit   Make a Plan   Be Informed
Get Involved

-Workshops-

Division of Homeland Security

Renee Murphy
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Coordinator

801-538-3400

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